

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION REPORT OF AIRCRAFT ACCIDENT				REPORT DATE November 13, 2001		REPORT NO ZBW-ARTCC-148				
1. AIRCRAFT TYPE AND IDENTIFICATION Boeing 767-200, (B762), AAL11		2. DATE/TIME OF ACCIDENT (GMT) September 11, 2001, 1246 UTC		3. LOCATION OF ACCIDENT New York, New York						
4. NATURE OF ACCIDENT: Impact With World Trade Center North Tower				5. TYPE OF FLIGHT Air Carrier, Domestic Flight, IFR Flight Plan						
6. FLIGHT CREW	NAME	POSITION	ADDRESS (CITY AND STATE)	UNIN- JURED	IN- JURED	FATAL- ITY				
	John Ogonowski	Pilot	Dracut, Massachusetts			X				
	Thomas McGuinness	First Officer	Portsmouth, New Hampshire			X				
	Barbara Arestegui	Flight Attendant	Marston Mills, Massachusetts			X				
	Jeffery Collman	Flight Attendant	Novato, California			X				
	Sara Low	Flight Attendant	Batesville, Arkansas			X				
7. PASSENGER DATA: (If available, list names, addresses, extent of injuries, and other information on continuation sheet.)			NUMBER ABOARD AIRCRAFT	81	NUMBER UNIN- JURED	0	NUMBER INJURED	0	NUMBER FATAL- ITIES	81
8. AIRCRAFT DAMAGE: Destroyed				9. PROPERTY DAMAGE: World Trade Center North Tower Destroyed						
10. OPERATING STATUS OF NAVIGATIONAL AIDS/LIGHTS/COMMUNICATIONS: Normal										
11. WEATHER DATA	CONDITIONS IN ACCIDENT AREA AT TIME OF ACCIDENT: METAR La Guardia, Flushing, New York, 0851 EDT, wind three two zero degrees at nine knots, visibility one zero statute miles, few clouds at twenty five thousand, temperature two zero degrees celsius, dew point one four degrees celsius, altimeter three zero one three; remarks - automated station with weather discriminator, sea level pressure two zero one, temperature positive, temperature twenty point zero degrees celsius, dewpoint positive, dewpoint thirteen point nine degrees celsius.									
	REPORT JUST PRIOR TO ACCIDENT: METAR La Guardia, Flushing, New York, 0751 EDT, wind three two zero degrees at nine knots, visibility one zero statute miles, few clouds at twenty five thousand, temperature one nine degrees celsius, dew point one four degrees celsius, altimeter three zero one one; remarks - automated station with weather discriminator, sea level pressure one nine six, twenty four hour precipitation group - point five three inches, temperature positive, temperature nineteen point four degrees celsius, dewpoint positive, dewpoint thirteen point nine degrees celsius.									
	DATE/TIME 09/11/01 1151 UTC									
FIRST REPORT SUBSEQUENT TO ACCIDENT: METAR La Guardia, Flushing, New York, 0951 EDT, wind three four zero degrees at nine knots, visibility one zero statute miles, few clouds at one thousand, scattered twenty five thousand, temperature two two degrees celsius, dew point one three degrees celsius, altimeter three zero one three; remarks - automated station with weather discriminator, sea level pressure two zero four, smoke, few clouds one thousand, smoke plume drifting southeasterly, temperature positive, temperature twenty two point two degrees celsius, dewpoint one thousand, dewpoint thirteen point three degrees celsius.										
DATE/TIME 09/11/01 1351 UTC										
12. STATE PERSONNEL INVOLVED	NAME	FACILITY	OPERATING POSITION				CHECK IF EYEWITNESS			
	Stephen Roebuck	(SR) Boston ARTCC	Sector 47 Radar							
	Richard Beringer	(RB) Boston ARTCC	Sector 47 Radar Associate							
	Peter Zalewski	(ZF) Boston ARTCC	Sector 46 Radar							
	Brazillio Martins	(NO) Boston ARTCC	Sector 38 Radar							
	Shirley Kula	(SO) Boston ARTCC	Sector 38 Radar Associate							
	David McGlaufflin	(CC) Boston ARTCC	Sector 09 Radar							
	Glen Poncet	(PN) Boston ARTCC	Sector 09 Radar Associate							
	Maria Moran	(ET) Boston ARTCC	Sector 10 Radar Associate							
	Michael Royer	(RY) Boston ARTCC	Sector 10 Radar							
	Thomas Roberts	(RT) Boston ARTCC	Sector 39 Radar							
	William Smith	(PU) Boston ARTCC	Sector 36 Radar							
	Scott Johnson	(JO) Boston ARTCC	Sector 36 Radar Associate							
13. SIGNATURE OF FACILITY CHIEF										
Heather Hemdal										

<p>DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION</p> <p>REPORT OF AIRCRAFT ACCIDENT (Continuation Sheet)</p>	<p>1. REPORT DATE November 13, 2001</p> <p>3. NAME OF REPORTING FACILITY Boston (ZBW) ARTCC</p>	<p>2. REPORT NO. ZBW-ARTCC-148</p>
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14. CHRONOLOGICAL SUMMARY OF FLIGHT (including control or other services provided by ATIS facilities, and emergency action taken)

September 11, 2001

**ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME
UNLESS OTHERWISE SPECIFIED**

1205 - American Airlines Inc. Flight 11 (AAL11) reported on Sector 47 Radar position's (47R) frequency leaving 11,000 feet for 14,000 feet and was issued flight level two three zero and direct routing to the Chester (CTR), MA VOR.

1208 - 47R issued AAL11 a frequency change to Boston ARTCC frequency 127.82. AAL11 acknowledges frequency change.

1209 - AAL11 reported on Sector 46 Radar position's (46R) frequency leaving Flight Level one nine zero for Flight Level two three zero. Sector 46 Radar Position (46R) instructed AAL11 to climb and maintain Flight Level two eight zero. AAL11 acknowledges clearance.

1210 - 46R instructed AAL11 to climb and maintain Flight Level two nine zero. AAL11 acknowledges clearance.

1211 - 46R issued AAL11 merging target procedure for traffic at Flight Level three one zero. AAL11 acknowledges the advisory.

1213 - 46R issued AAL11 a twenty degree right turn. AAL11 acknowledges clearance. 46R issued AAL11 Flight Level three five zero. AAL11 does not reply. 46R re-issued AAL11 Flight Level three five zero. AAL11 does not reply.

1214 - 46R broadcasts over frequency for AAL11. AAL11 does not reply. 46R broadcasts over frequency for AAL11. AAL11 does not reply. 46R attempts contact with AAL11. AAL11 does not reply. 46R completed coordination with Sector 38 Radar Position (38R) concerning AAL11 and advises aircraft in turn and not responding.

1215 - 46R attempts contact with AAL11. AAL11 does not reply. 46R attempts contact with AAL11 and asks AAL11 to ident. AAL11 does not reply. No ident observed from AAL11.

1216 - 46R attempts contact with AAL11 via frequency 121.5 and restates frequency AAL11 should be monitoring. AAL11 does not reply. 38R attempts twice to contact AAL11. AAL11 does not reply.

1217 - 46R attempts contact with AAL11. AAL11 does not reply. 46R attempts contact with AAL11 and requests AAL11 to ident. AAL11 does not reply. No ident observed from AAL11.

1218 - 46R attempts contact with AAL11. AAL11 does not reply. 38R attempts contact with AAL11. AAL11 does not reply. Sector 38 Radar Associate Position (38RA) requests Sector 47 Radar Associate Position (47RA) to query Boston Approach to determine if AAL11 has returned to Boston Approach frequency.

1220 - 46R attempts contact with AAL11. AAL11 does not reply. Sector 39 Radar Position (39R) requests American Airlines Flight 269 (AAL269) to attempt to contact AAL11 on company frequency. Last transponder return from AAL11 at 1220:48 UTC. All further radar data is primary target only.

1221 - 38R attempts contact with AAL11. AAL11 does not reply.

1222 - 46R attempts contact with AAL11. AAL11 does not reply.

1223 - 38R attempts contact with AAL11. AAL11 does not reply. Sector 36 Radar Position (36R) broadcasts on frequency 121.5 for AAL11 asking aircraft to ident. AAL11 does not reply. No ident observed from AAL11. 39R advises AAL269 that AAL11 may have an electrical problem as AAL11's transponder is not operating.

1224 - 36R broadcasts on frequency 121.5 for AAL11. Unknown transmission on Sector 46 frequency. 46R asks if AAL11 is trying to call on frequency. Unverified source transmits, believed to be hijacker. 46R queries twice as to who is calling on frequency. No reply. Unverified source transmits, believed to be hijacker.

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION REPORT OF AIRCRAFT ACCIDENT (Continuation Sheet)	1. REPORT DATE November 13, 2001	2. RT NO ZBW-ARTCC-148
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1225 - Sector 47 Radar Position (47R) advises 38R of hijack. Sector 39 Radar position (39R) completed coordination with Sector 09 Radar Position (09R) and advises AAL11 is not in communication with Boston Center and transponder is not operating.

1226 - 38RA advises 09R that AAL11 is a hijack and that they have amended the flightplan database to coincide with current heading.

1227 - Sector 39 Radar Associate Position (39RA) completed coordination with Sector 22 Radar Position (22R) concerning AAL11 and advises aircraft is not in communication with Boston Center and transponder is not operating, and that aircraft might land at the Albany, NY Airport (ALB). Boston ARTCC Supervisory Traffic Management Coordinator (STMC) advises the Air Traffic Control System Command Center (ATCSCC) East Position that AAL11 is possible hijack.

1228 - 38RA completed coordination with Sector 20 Radar Associate Position (20RA) concerning AAL11 and advises of hijack situation and attempts to communicate with aircraft. 09R requests American Airlines Flight 1757 (AAL1757) to attempt to contact AAL11 on company frequency. 39R advise AAL269 to discontinue attempts to contact AAL11.

1229 - 38RA completed coordination with Sector 24 Radar Position (24R) concerning AAL11 and advises of hijack situation. New York ARTCC (ZNY), Cleveland ARTCC (ZOB) and Boston ARTCC (ZBW) conference with ATCSCC East position regarding status of AAL11.

1230 - Boston Approach (A90) advises AAL11 is not on A90 frequency. Sector 36 Radar Associate Position (36RA) requests 22R to obtain a visual altitude verification of AAL11 from a Delta Airlines Flight. 22R advises the Delta Airlines Flight is no longer under his control and to try Sector 21. Sector 10 Radar position (10R) requests a visual altitude verification of AAL11 from Delta Airlines Flight 9930 (DAL9930).

1231 - 38RA completed coordination with Sector 05 Radar Position (05R) concerning AAL11 and advises of hijack situation. Sector 36 Radar Associate position (36RA) requests Sector 21 Radar position (21R) to have an aircraft under 21R control to verify altitude of AAL11. DAL9930 advises 10R that AAL11 is approximately six thousand feet below his altitude.

1232 - Sector 09 Radar Associate Position (09RA) queries 38RA if they have tried frequency 121.5 for AAL11. Sector 38RA confirms 121.5 attempts.

1233 - Unverified source transmits, believed to be hijacker.

1234 - ZBW STMC coordinates with Cape TRACON (K90) regarding a military scramble on AAL11.

1235 - 20RA advises New York ARTCC Kennedy Sector (ZNY56) that AAL11 is heading for his airspace and is not in communication with Boston Center and transponder is not operating and altitude is not verified.

1236 - Sector 20 Radar Position (20R) requests a visual altitude verification of AAL11 from US Airways Flight 583 (USA583). USA583 estimates AAL11's altitude to be twenty nine thousand feet.

1237 - 24R attempts twice to contact AAL11. AAL11 does not reply. 20RA advises ZNY56 that there are threatening transmissions coming from the cockpit of AAL11 and AAL11 is projected to enter New York Center Airspace. Sector 20 Radar Position (20R) requests a visual altitude verification of AAL11 from United Airlines Inc Flight 175 (UAL175). ZBW Military Operations Position contacts Northeast Air Defense Sector (NEADS) to advise of hijack situation and requests fighters to scramble on AAL11.

1238 - UAL175 estimates AAL11's altitude to be between twenty-seven and twenty eight thousand feet. New York ARTCC Elmira Sector (ZNY34) Supervisor queries the position of AAL11. 10R advises ZNY34 Supervisor of AAL11's position and that AAL11 is a confirmed hijack.

1240 - ZBW STMC requests ATCSCC East position to coordinate a conference call with New York TRACON (N90) reference status of AAL11.

1241 - 20RA advises ZNY56 of AAL11's current position.

DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
REPORT OF AIRCRAFT ACCIDENT
(Continuation Sheet)

1. REPORT DATE
November 13, 2001

2. ORY. NO.
ZBW-ARTCC-148

3. NAME OF REPORTING FACILITY
Boston (ZBW) ARTCC

14. CHRONOLOGICAL SUMMARY OF FLIGHT (including control or other services provided by ATS facilities, and emergency action taken.)

1242 - Unknown New York ARTCC Sector advises 20RA that United Airlines Inc. Flight 175 (UAL175) heard a suspicious transmission when they were leaving Boston.

6. Flight Crew, Continued.

NAME	POSITION	ADDRESS (CITY AND STATE)	FATALITY
Kathleen Nicosia	Flight Attendant	Unknown	X
Betty Ong	Flight Attendant	Andover, Massachusetts	X
Jean Roger	Flight Attendant	Longmeadow, Massachusetts	X
Dianne Snyder	Flight Attendant	Westport, Massachusetts	X
Madeline Sweeney	Flight Attendant	Acton, Massachusetts	X

12. ATS Personnel Involved, Continued.

NAME	FACILITY	OPERATING POSITION
Gregory Taccini	(TF) Boston ARTCC	Sector 47 Radar
Mark O'Neil	(MO) Boston ARTCC	Sector 47 Radar Associate
Myron Smith	(RS) Boston ARTCC	Sector 39 Radar Associate
Henry White	(WE) Boston ARTCC	Sector 22 Radar
Stephen Schmalz	(ST) Boston ARTCC	Sector 21 Radar
Karan Waggoner	(KT) Boston ARTCC	Sector 05 Radar
Alan Miller	(TV) Boston ARTCC	Sector 46 Radar Associate
William Dean	(WD) Boston ARTCC	Sector 20 Radar Associate
John Hartling	(HT) Boston ARTCC	Sector 20 Radar
Terry Biggio	(OE) Boston ARTCC	Operations Manager In Charge
Daniel Bueno	(BD) Boston ARTCC	Supervisory Traffic Management Controller In Charge
Joseph Cooper	(OP) Boston ARTCC	Traffic Management Departure Spacing
Colin Scoggins	(CS) Boston ARTCC	Military Position

* Operating Initials

No More Follows